

From: John Andrews
To: Microsoft ATR
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Subject: Microsoft Settlement

As a computer support professional who works for a specialized software company, I have seen victims of Microsoft's monopoly that are normally not reported on in the mainstream media: their customers. Because of Microsoft's operating system and Office software monopolies, the only software available for my customers' unique needs requires Microsoft products. Other companies offer comparable software, but it too runs on Microsoft. With no real competition, Microsoft's products have become low quality, and the American economy suffers because of it. I have witnessed numerous small insurance agencies that have been either unable to operate effectively or at all, due to failures of Microsoft software, and from infections from computer viruses--most of which are caused by security lapses in Microsoft's software.

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